

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Specialist I	Working Title Business Application Support Specialist
Name of Incumbent	Position Number 280-353-1402-048
Section/Unit Enterprise Infrastructure Services / BAS – Engineering	Supervisor's Name
Division Infrastructure Service Division	Supervisor's Classification Information Technology Manager I
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction
	Revision Date 2/12/2018

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input checked="" type="checkbox"/> Travel May be Required | <input type="checkbox"/> Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*)

Occasional travel may be required. May be required to move certain equipment.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

- | | | |
|--------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------|
| <input checked="" type="checkbox"/> Business Technology Management | <input type="checkbox"/> IT Project Management | <input checked="" type="checkbox"/> Client Services |
| <input type="checkbox"/> Information Security Engineering | <input type="checkbox"/> Software Engineering | <input checked="" type="checkbox"/> System Engineering |

Under direction, the incumbent works as an Engineer in the Employment Development Department's (EDD) Infrastructure Services Division (ISD) in support of the organization's enterprise Information Technology (IT) operations, including all associated hardware/software components and the confidential and sensitive data used at the EDD. The incumbent is responsible for the implementation, maintenance and operations of the organization's statewide IT systems.

The incumbent contributes toward the growth of the Information Technology Branch into a customer-focused service organization by following the Branch's established cultural principles and they will also continuously improve communications and relationships with vendors, subordinates, peers, management, and customers.

The incumbent acts as an Engineer on systems software/hardware projects, and/or on Information systems.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity and coordination for larger impact as more experience is gained. An incumbent in Range A should be able to perform tasks with some assistance, an incumbent in Range B should be able to perform tasks with little assistance and an incumbent who has reached Range C should be able to perform the tasks independently, and assist newer staff in the process as needed.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage
of Duties

Essential Functions

40%

Performs complex technical tasks in the support of the ISD's lines of business, and serves as system lead on a rotating basis with other engineers.

Provides technical specialist-level knowledge, leadership and mentoring in the area of business application hosting test and production environments.

Designs modern application integration architectures, including development products, implementation architectures, functional specifications, application testing, and production migration for departments business applications at both EDD and OTech data centers.

Designs and implements operational support systems to ensure that the department's business application delivery systems meet or exceed defined Service Level agreements.

Works with management and technical experts in all IT disciplines so that they are made fully aware of the features and applied usage of EDD's application hosting environments.

Provides technical specialist knowledge in the area of complex problem resolution on the department's application hosting environments.

Ensures resolved problems are documented so that if they reoccur resolution is easily accomplished.

Develops, maintains and improves all system documentation systems and standard operating procedures.

Provides consultation and technical leadership to project teams to ensure success of the Section's assigned business application projects.

Responds to escalated Enterprise break/fix server and client problems. May act as team lead\specialist for certain department projects.

Supports the evaluation and testing of hardware and software for the server\client infrastructure and systems.

Supports Agency server\client infrastructure refresh and technology enhancements throughout the state.

40%	Provides analytical and technical review and analysis to ensure all applicable enterprise infrastructure policies and standards are adhered to. Ensures information systems are compliant with all department, state, and federal IT and security requirements.
Percentage of Duties	Marginal Functions
15%	Invests in personal development and growth through certification or continuous education to maintain architect-level knowledge in the IT field with the emphasis in infrastructure services. The incumbent will also focus on promoting and advocating the foundational information system principles of confidentiality, integrity, and availability throughout EDD.
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing: Occasional (13-25%) Sitting: Frequent (51-75%)
Walking: Occasional (13-25%) Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting Pushing/Pulling: 1-25% of the time
Lifting: 1-25% of the time Bending/Stooping: 1-25%
Other:
Type of Environment: a. Cubicle b. Outdoors c. Warehouse d. Select
Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)*
None

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Employee's Signature

Date

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature

Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☐ Duties meet class specification and allocation guidelines.

PMG Analyst initials

Date approved

MH

9/7/2018

Reasonable Accommodation Unit use ONLY (*completed after appointment, if needed*)

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

[Click here to enter text.](#)

**** AFTER SIGNATURES ARE OBTAINED:**

- SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE
- PROVIDE A COPY TO THE EMPLOYEE